

Product Number: 4222.12.15

FLEET OPERATIONS - FLEETFOCUS

Effective Date: July 1, 2014
Revision Date: June 30, 2015
Version: 001
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FleetFocus is a purchased software package. The vendor for this software is AssetWorks, Incorporated. The software is hosted by and resides on a DTS application server. It is maintained by Fleet Operations personnel.

The hours of support required for FleetFocus are listed below.

APPLICATION	SUPPORT HOURS	DAYS OF WEEK
FleetFocus	Business Hours	Monday - Friday

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
FleetFocus maintenance.	Providing maintenance to FleetFocus including training, software updates, configuration, etc.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
None.	

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Purchased package maintenance.	Providing maintenance to a purchased software packages including training, software updates, configuration, etc.	See DTS Approved Rate

ORDERING AND PROVISIONING

This product is requested and determined based upon communication between the Division of Fleet Operations management and agency IT staff.

DTS RESPONSIBILITIES

To provide appropriate and knowledgeable support based upon the requirements of the specific purchased application.

AGENCY RESPONSIBILITIES

To provide appropriate management decisions regarding software usage and where appropriate/ necessary hardware and software.

DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
System Availability	Ensure that the software is properly functioning during the DFO regular business hours. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority – 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%

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High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied